

Request No. 413098T

Name

Business Name BULLET PROFF MANAGEMENT

Consumer Information Name: Business Name: BULLET PROFF MANAGEMENT Svc Address: 1035 NORTH EAST 125TH STREET SUITE 101 County: Dade Phone: (305)-891-9080 City/Zip: North Miami / 33161- Account Number: Caller's Name: DENISE HOPKINSONS Mailing Address: 1035 NORTH EAST 125TH STREET SUITE 101 City/Zip: North Miami , FL 33161- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: PENNY DAVIS Entered By: PJD Date: 10/19/2001 Time: 15:52 Via: PHONE Prelim Type: SLEC/ILEC PO: Disputed Amt: 0.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: PJD Date: 11/13/2001 Closeout Type: GI-24 Apparent Rule Violation: N
	Utility Information Company Code: TL720 Company: BELL SOUTH TELECOMMUNICATIONS, Attn. John Merlino 413098T Response Needed From Company? y Date Due: 11/02/2001 Fax:	
	Interim Report Received: / / Reply Received: 11/01/2001 Reply Received Timely/Late: T Informal Conf.: N	

The customer is trying to switch her service to Florida Digital. The customer believes that the ADSL that BellSouth has on her main line is preventing the switching. She has asked BellSouth to take it off. The customer would like her service switched to Florida Digital. Please investigate this matter and respond by November 2, 2001 to Penelope J. Davis by fax (850) 413-6519 or Internet mail pdavis@psc.state.fl.us.

11/01- received response from BellSouth. On October 23, 2001, BellSouth tried to contact the customer by phone. A letter was mailed to the customer on the same day. On October 29, 2001, the customer called BellSouth. The customer advised BellSouth that she switched to Florida Digital Network but was advised that it could not establish service with FDN because ADSL was on her line. BellSouth confirmed this fact by researching the customer's records. BellSouth researched further and found that an order for Fast Access was placed on July 18, 2001 and completed on July 26, 2001. Fast Access was never installed, but the line was provisioned for ADSL. BellSouth issued a service order to disconnect the ADSL per the customer. On October 30, 2001, BellSouth was informed that the customer's disconnect request has been completed (line no longer has

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ADSL). BellSouth called the customer and left a message that her ADSL had been disconnected and FDN may now place its order to switch the service.

11/08- Called the customer to check if the service was switched to FDN. Called and left a message. Will call again on Tuesday to see if I can close the complaint.

11/12 - Customer called and left message on my voice mail. She stated that her service was with FDN now. With the information above, I will close the complaint.